



MEMBERS

January 2018	February 2018	March 2018	April 2018
-----------------	------------------	---------------	---------------

Enrollment	Eligible Members Enrolled
Members Served	Unique Members Utilizing Transport
Utilization Rate	Percentage of Services Usage (Completed Legs /Eligible Members Enrolled)

971,284	977,770	974,153	980,186
30,411	29,292	28,795	28,543
36.0%	32.9%	34.5%	33.3%

RESERVATION

January 2018	February 2018	March 2018	April 2018
-----------------	------------------	---------------	---------------

Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs
Cancelled	Cancelled Trip Legs
Member No Shows	Trips where Member Does Not Use Scheduled Service
Completed Legs	Total Number of Completed Trip Legs

381,767	351,996	367,597	355,405
24,521	23,566	24,537	23,780
7,194	6,739	6,502	5,345
350,052	321,691	336,558	326,280

Denials	Number of Denied Trip Attempts
---------	--------------------------------

3,532	3,391	4,988	3,762
-------	-------	-------	-------

Same Day Trip Legs	Completed Trip Legs < 24 hour Notice
Completed by Volunteer	Completed Trip Legs by Volunteer Driver
Standing Order Trip Legs	Trip Legs Associated with a Recurring Appointment

36,459	32,651	37,958	34,833
1,158	1,228	1,338	1,325
210,262	192,962	198,585	195,257

Lodging (cost)	Cost of Lodging Reimbursed
Lodging (nights)	Number of Lodging Nights Reimbursed
Meals (cost)	Cost of Meals Reimbursed
Meals (reimbursed)	Number of Meals Reimbursed

\$ 5,116	\$ 6,734	\$ 6,143	\$ 7,277
101	152	147	141
\$ 2,331	\$ 894	\$ 1,735	\$ 1,951
353	113	261	242

TRANSPORT MODE

January 2018	February 2018	March 2018	April 2018
-----------------	------------------	---------------	---------------

Advanced Life Support	Vehicle Equipped with Advanced Life Support
Ambulatory	Sedan, Van, and Taxi
Basic Life Support	Vehicle Equipped with Basic Life Support
Commercial Air	Air Transport
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement
Mass Transit	System of Public Transportation including Inter-City Bus
Public Entity	Public Transit/Para Transit/Deviated Fixed-Route/Agency Fares Not Identified as a Fixed-Route System
Stretcher	Stretcher Van Transport
Wheelchair	Vehicle Equipped to Transport Wheelchair
Completed Legs	Total Number of Completed Trip Legs

294	309	318	295
186,699	172,088	183,617	175,556
165	137	143	114
0	0	0	0
110,585	101,282	101,175	98,633
44,581	41,013	43,782	44,705
0	0	0	0
1,074	968	1,087	1,080
6,654	5,894	6,436	5,897
350,052	321,691	336,558	326,280

CALL STATISTICS

January 2018	February 2018	March 2018	April 2018
-----------------	------------------	---------------	---------------

Calls Presented	Number of Calls Presented
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response
Average Handle Time	Average Time to Handle Complete Call from Live Response to Call End
Abandonment Rate	Percentage of Calls Abandoned Prior to Live Response

119,981	102,324	101,416	103,824
0:02:18	0:02:13	0:01:59	0:02:15
0:06:43	0:06:39	0:06:37	0:06:43
9.5%	8.8%	7.0%	8.5%

QUALITY MANAGEMENT

January 2018	February 2018	March 2018	April 2018
-----------------	------------------	---------------	---------------

Complaint Free Percentage	Substantiated Complaints Compared to Completed Trip Legs
Internal	Issue with MTM, Inc.: Processes, Customer Service, Client Protocol, Trip Accuracy
Driver	Member Issue with Driver
Vehicle	Member Issue with Vehicle
Provider	Member Issue with Transportation Provider: Dispatch/Office Staff
Provider Late	Transportation Provider Arrived Late for Scheduled Pickup or Return Ride
Unsuccessful Trips*	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive
Substantiated Complaints	Total Number of Valid Complaints Reported

99.8%	99.8%	99.8%	99.8%
69	67	68	57
152	149	130	144
20	15	15	17
85	93	102	75
180	192	210	162
159	121	151	135
665	637	676	590

*The sum of complaints previously categorized as "No Vehicle Available," "No Vehicle Available - Critical Care," and "Provider No Show"

Updated 7/30/2018

reported metric	MTM, Inc. definition
abandonment rate	percentage of total calls that have entered the call queue (past ivr) where caller disconnects before receiving live response from CSR. Per Section 5.5.2.2.4 of the RFP, the abandonment rate shall be no more than five percent (5%) on an average daily basis. However, if the average speed to answer performance requirement is met, defined below, the call abandonment rate requirement shall not be enforced for that same date.
advanced life support	Advanced life support (ALS) vehicles must be staffed by at least two people, at least one of whom must be certified by the state or local authority as an emt-intermediate or an emt-paramedic. In addition to EMT training, advanced providers are certified to perform, advanced airway maintenance, monitor and treat cardiac events by EKG and treat other medical emergencies through direct administration of medications.
ambulatory	any mode of non-emergency transportation, other than an ambulance or smv, unless the smv is functioning in a common carrier capacity, in general encompasses travel by sedan, van, and taxi
average handle time	average amount of time in seconds between when caller receives live response from csr and call is completed, including time spent talking and hold time. Per Section 5.5.2.2.6 of the RFP, average time required to schedule a trip shall be no more than seven minutes. However, emphasis is placed on Average Speed to Answer over Average Handle Time.
average speed of answer	difference in seconds from caller entering call queue (past ivr) and receiving live response from csr. Per Section 5.5.2.2.3 of the RFP, calls should be answered by a live operator within 240 seconds, as measured on a daily average basis. The daily average will be calculated by totaling the hold time for all calls each day and dividing it by the total number of calls answered each day.
basic life support	Basic life support ambulances must be staffed by at least two people, at least one of whom must be certified as an emergency medical technician (emt) by the state or local authority where the services are being furnished. EMTs can deliver patient care such as CPR, operate a defibrillator and perform airway maintenance with minimal equipment.
calls presented	total number of calls that are received
cancelled	all trips that were cancelled for reasons such as computer problems, misinformation, operator error, duplicate trip entered, reconciliation, member cancellation
commercial air	a system for scheduled air transport of passengers
complaint free percentage	substantiated complaints compared to completed trip legs. Per Section 5.5.2.2.7 of the RFP, the average percentage of trips without substantiated complaints shall meet or exceed 99.7%.
completed by volunteer	total number of trip legs completed by volunteer driver
completed legs	All authorized trip legs for which MTM did not receive cancellation or other notification after date of service indicating transportation was not performed. Note: A trip leg is a unit of measure for a transport between two points (For example, a member's residence to a doctor's office).
denials	number of denied reservations for reasons such as eligibility, enrollment, service not covered, inappropriate facility
driver complaints	member issue with driver
enrollment	eligible members enrolled in Wisconsin Medicaid or BadgerCare Plus as indicated on the monthly remittance
internal complaints	issue with MTM, Inc.: processes, customer service, client protocol, trip accuracy
lodging (cost)	total cost of lodging nights reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
lodging (nights)	total number of lodging nights reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
mass transit	a system of public transportation including Inter-city bus
meals (cost)	total cost of meals reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 100 miles one way to their appointment and are away for at least eight hours.
meals (reimbursed)	total number of meals reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 100 miles one way to their appointment and are away for at least eight hours.
member no shows	all trips where the member either was not available for pickup or cancelled the trip to the driver at the time of pickup on any leg. Per Section 5.2.2.1.1 of the RFP, the transportation provider is not required to wait more than ten (10) minutes after the scheduled pick-up time.
members served	number of unique Wisconsin Medicaid or BadgerCare plus members utilizing transportation
mileage reimbursement	number of trip legs approved for mileage reimbursement for appointments to covered services and within all WI DHS guidelines (does not include authorized volunteer drivers)
provider complaints	member issue with transportation provider: dispatch/office staff
provider late	member issue with transportation provider that arrived late for scheduled pickup or return ride. Per Section 5.2.2.1.2 of the RFP, any deviation from the stated time of more than fifteen (15) minutes is not acceptable as timely service. For a Will Call return pick-up from an appointment, the vehicle shall arrive within one (1) hour from time of notification. Any deviation for the one (1) hour time frame is not acceptable as a timely service.
public entity	a transportation provider that provides shared passenger transport service, para transit, deviated fixed-route, or is not identified as a fixed-route bus system
reservations scheduled	all completed trip legs including cancelled trip legs and member no show and vendor no show trip legs
same day trip legs	completed trip legs with less than 24 hour advance notice
standing order trip legs	trip legs associated with a recurring appointment that is automatically scheduled with any regular occurrence
stretcher	transportation provider stretcher van
substantiated complaints	total number of valid complaints reported. Per Section 5.4.5 of the RFP, all complaints must be deemed substantiated or unsubstantiated within thirty (30) business days.
unsuccessful trips	MTM, Inc. was unable to locate and schedule an appropriate vehicle for transport for any trip reason or transportation provider did not arrive for scheduled pick-up or return ride
utilization rate	the total number of completed trip legs plus member no shows divided by the total number of members
vehicle complaints	member issue with vehicle
wheelchair	transportation provider vehicle equipped to transport wheelchair

**COUNTY STATISTICS****January
2018****February
2018****March
2018****April
2018****Completed Trip Legs**Total Number of Completed Trip Legs by
County of Trip Origination

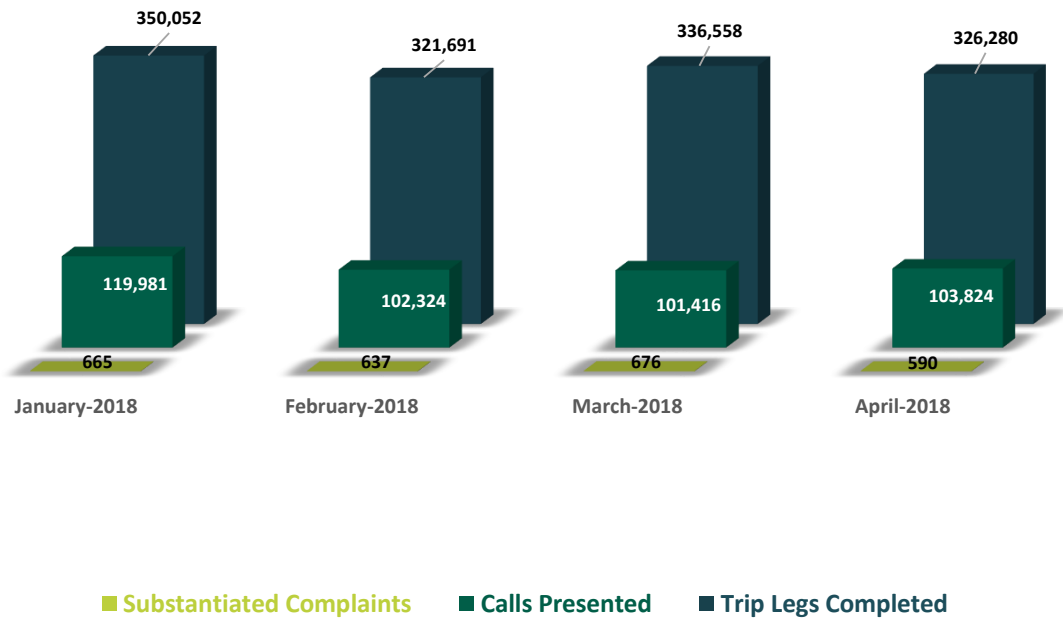
	350,052	321,691	336,558	326,280
Adams County	2,494	2,453	2,602	2,457
Ashland County	987	984	940	881
Barron County	2,651	2,534	2,625	2,414
Bayfield County	808	763	779	657
Brown County	9,906	9,462	9,231	9,158
Buffalo County	485	409	468	532
Burnett County	828	803	959	793
Calumet County	949	886	770	700
Chippewa County	3,059	2,899	3,280	3,107
Clark County	1,435	1,390	1,696	1,613
Columbia County	4,545	4,223	4,447	4,493
Crawford County	679	600	650	613
Dane County	28,576	25,667	24,266	24,692
Dodge County	7,352	6,669	6,685	6,244
Door County	717	617	577	557
Douglas County	1,509	1,474	1,554	1,342
Dunn County	1,945	1,956	2,025	2,111
Eau Claire County	3,696	3,625	4,057	3,664
Florence County	107	123	125	133
Fond du Lac County	4,066	3,575	3,440	3,263
Forest County	735	675	811	695
Grant County	1,593	1,531	1,750	1,605
Green County	1,357	1,212	1,337	1,269
Green Lake County	1,260	1,334	1,340	1,423
Iowa County	958	900	1,059	1,087
Iron County	288	238	261	244
Jackson County	1,172	1,294	1,300	1,296
Jefferson County	3,231	3,109	3,412	3,135
Juneau County	2,294	2,138	2,321	2,337
Kenosha County	9,902	9,264	10,145	9,842
Kewaunee County	764	690	582	535
La Crosse County	5,848	5,083	4,862	4,691
Lafayette County	631	533	485	507
Langlade County	1,814	1,594	1,730	1,772
Lincoln County	1,294	1,274	1,431	1,357
Manitowoc County	6,884	6,651	6,824	5,668
Marathon County	5,434	4,901	5,330	5,082
Marinette County	3,749	3,438	3,845	3,514
Marquette County	2,349	2,198	2,408	2,280
Menominee County	1,762	1,511	1,581	1,424
Milwaukee County	119,850	109,743	118,994	115,337
Monroe County	2,760	2,623	2,907	3,033
Oconto County	1,973	1,759	1,951	1,792
Oneida County	1,840	1,631	1,920	1,933
Outagamie County	4,449	3,949	4,025	4,058
Ozaukee County	943	864	1,325	1,358
Pepin County	374	363	435	347
Pierce County	844	700	779	805
Polk County	1,340	1,157	1,279	1,231
Portage County	2,870	2,569	2,680	2,699
Price County	622	594	571	681
Racine County	12,498	11,418	12,124	11,998
Richland County	548	519	542	552
Rock County	13,097	12,111	11,727	11,583
Rusk County	871	867	926	803
Saint Croix County	1,171	1,221	1,329	1,375
Sauk County	3,919	3,476	3,802	3,675
Sawyer County	1,193	1,042	1,152	1,235
Shawano County	3,973	3,528	3,537	3,417
Sheboygan County	4,966	4,377	3,983	3,497
Taylor County	837	749	824	762
Trempealeau County	918	934	896	805
Vernon County	926	929	916	789
Vilas County	1,130	1,006	1,027	1,159
Walworth County	3,886	3,580	3,716	3,991
Washburn County	705	647	912	863
Washington County	3,643	3,370	3,611	3,330
Waukesha County	8,649	8,311	8,284	7,891
Waupaca County	4,915	4,141	3,958	4,036
Waushara County	1,401	1,311	1,393	1,404
Winnebago County	7,230	6,376	5,677	5,352
Wood County	5,485	5,045	5,241	5,188

Completed Trip Legs Outside Wisconsin

Illinois	21	14	23	13
Iowa	3	2	2	4
Michigan	11	8	4	10
Minnesota	77	77	95	87
Other	1	0	1	0

**COUNTY STATISTICS**January
2018February
2018March
2018April
2018**Substantiated Complaints**Total Number of Substantiated Complaints
Reported by County of Trip Origination

	665	637	676	590
Adams County	4	5	8	0
Ashland County	0	0	3	2
Barron County	4	1	7	0
Bayfield County	3	1	0	2
Brown County	14	8	5	11
Buffalo County	1	2	0	2
Burnett County	0	3	5	2
Calumet County	2	0	1	1
Chippewa County	5	5	3	2
Clark County	2	4	1	1
Columbia County	1	5	2	9
Crawford County	0	8	1	1
Dane County	43	56	48	41
Dodge County	15	5	6	12
Door County	3	3	0	2
Douglas County	1	1	2	2
Dunn County	0	1	2	0
Eau Claire County	3	7	4	6
Florence County	0	0	0	0
Fond du Lac County	1	3	9	0
Forest County	2	0	1	1
Grant County	0	4	2	5
Green County	1	3	1	10
Green Lake County	1	2	2	2
Iowa County	1	2	1	0
Iron County	0	0	0	3
Jackson County	1	0	1	1
Jefferson County	6	8	3	2
Juneau County	2	5	2	1
Kenosha County	17	20	16	27
Kewaunee County	0	0	0	0
La Crosse County	3	2	9	9
Lafayette County	0	0	0	0
Langlade County	5	1	1	3
Lincoln County	0	1	0	1
Manitowoc County	1	1	5	3
Marathon County	2	4	5	4
Marinette County	9	4	8	8
Marquette County	1	1	2	2
Menominee County	1	0	2	4
Milwaukee County	355	321	341	271
Monroe County	4	3	10	2
Oconto County	4	1	7	4
Oneida County	1	2	1	3
Outagamie County	12	11	10	9
Ozaukee County	1	3	8	3
Pepin County	0	0	0	2
Pierce County	5	1	2	0
Polk County	2	2	2	0
Portage County	5	3	1	2
Price County	0	2	0	0
Racine County	29	20	24	15
Richland County	0	2	0	0
Rock County	11	16	13	10
Rusk County	0	0	1	0
Saint Croix County	0	4	3	3
Sauk County	6	6	2	6
Sawyer County	3	0	2	0
Shawano County	2	5	4	1
Sheboygan County	11	6	3	10
Taylor County	0	0	3	6
Trempealeau County	0	0	0	0
Vernon County	3	5	4	1
Vilas County	1	6	4	3
Walworth County	7	4	11	7
Washburn County	0	1	0	5
Washington County	11	3	8	10
Waukesha County	20	21	36	14
Waupaca County	3	2	1	4
Waushara County	3	0	0	2
Winnebago County	10	6	5	6
Wood County	1	4	2	9
Substantiated Complaints Outside Wisconsin				
Illinois	0	0	0	0
Iowa	0	0	0	0
Michigan	0	0	0	0
Minnesota	0	1	0	0
Other	0	0	0	0



Information updated July 30, 2018

Month	Substantiated Complaints	Calls Presented	Trip Legs Completed
January-2018	665	119,981	350,052
February-2018	637	102,324	321,691
March-2018	676	101,416	336,558
April-2018	590	103,824	326,280